



## **Customer Service Plan**

**Service  
Support  
Warranty**

**IMPORTANT!**

**Send in your product  
registration card**

**TODAY!**

**For Software and Hardware Products**

## Contents: Information You'll Need

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### Owner Information

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Complete for your own records

Name of product\_\_\_\_\_

Date of purchase: Month\_\_\_\_\_ Day\_\_\_\_\_ Year\_\_\_\_\_

Version number (if applicable)\_\_\_\_\_

CP/M serial number (if applicable)\_\_\_\_\_

Date mailed: Month\_\_\_\_\_ Day\_\_\_\_\_ Year\_\_\_\_\_

Your address as you recorded it on your product registration card

Company\_\_\_\_\_

Address\_\_\_\_\_

City\_\_\_\_\_

State\_\_\_\_\_ Zip\_\_\_\_\_

Country\_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

## **Customer Service Is a Tradition at Microsoft**

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As the oldest independent microcomputer software company, Microsoft® understands that customer support is a critical component of customer satisfaction. When you purchase a Microsoft product, you have our assurance of customer service and product support.

As part of our Customer Service Plan, every Microsoft product is backed by our Limited Warranty as outlined in the License Agreement portion of this brochure. This is the only warranty Microsoft offers, and it applies solely to Microsoft products.

We'll replace your Microsoft product free of charge if it proves defective within the warranty period.

We'll replace your Microsoft product for a small charge if it proves defective after the warranty has expired. Your product registration card must be on file at Microsoft.

- If we release a new version of your Microsoft product, we will make it available to you at substantial savings.
- Our Product Support staff is ready to assist you if you have a question concerning one of our products.

## **Microsoft Customer Hotline**

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On-going product support plays a key role in Microsoft's Customer Service Plan. A complete Product Support staff is dedicated to helping you get the most from your Microsoft product. Their services include:

- answering technical questions about the product and how it works
- supplying enhancement information in the form of application notes

If you have a question or problem concerning your Microsoft product, we recommend these steps:

1. Study the product documentation. Often, you'll find the answer to a question there.
2. Consult your dealer. If you can't find the answer in the product documentation, ask the dealer from whom you purchased the product.
3. Call the Microsoft Product Support Department at (206) 828-8089. This customer hotline will connect you directly with the Product Support staff. Before you make the call, gather all information pertaining to the problem.

## Product Registration

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To take advantage of Microsoft's customer services, you must first register your product with Microsoft. The Microsoft product registration card is attached to this booklet. We encourage you to complete and mail the card promptly.

Registration of your product gives you access to:

1. Microsoft Product Replacement Plan that allows you to replace defective products, even after the warranty expires, for a small charge.
2. Microsoft Product Upgrade Plan that allows you to buy new versions of certain software products as they are released, at a fraction of the cost of the original product.

Details of both of these services are described in the following sections.

In addition, registering your product makes it simpler for you to obtain warranty service. The registration card provides proof of purchase information, so no receipts or other records need be supplied with a warranty claim.

## Product Upgrade Plan

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Microsoft periodically releases new versions of certain software products, incorporating new or improved features. The Microsoft Product Upgrade Plan enables you to purchase an enhanced version of your Microsoft product at a fraction of its regular price.

When a new version of a product is released, registered product owners are notified via a product upgrade notice. The notice details the enhancements made in the new version, the upgrade price, and ordering information.

**IMPORTANT:** To qualify for the Product Upgrade Plan, you must be a registered product owner. To register your Microsoft product, complete the product registration card attached to this booklet and return it to Microsoft.

## **Microsoft Software Limited Warranty**

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The diskette on which your Microsoft program is recorded is warranted to be free of defects in materials and workmanship under normal use for a period of 90 days from date of product purchase.

This limited warranty applies to the original purchaser only and to the recording medium (diskette) only, not the information encoded on it. This warranty covers diskettes included in Microsoft hardware/software packages, such as the Microsoft® SoftCard™ system products and the Microsoft® RAMCard™ memory board for the IBM® PC.

A full explanation of the limited warranty terms is included in this booklet in the License Agreement section.

## **Software Replacement Plan**

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Microsoft will replace a product diskette free of charge if it proves defective during the warranty period. (See the License Agreement in this booklet for more information on the warranty period.) To receive warranty replacement, you must provide proof of purchase or have registered your product with Microsoft.

After the limited warranty has expired and if your product registration card is on file at Microsoft, we will replace the defective diskette for a nominal cost. You must return the product registration card to take advantage of this service.

If you have a defective diskette, follow these procedures to obtain a replacement:

1. Obtain a Return Authorization (RA) number from Microsoft.
2. Complete the product replacement card attached to this booklet and request either warranty or out-of-warranty replacement.
3. Mail the replacement card along with the defective diskette to Microsoft's Customer Service Department. The address is listed on the replacement card.
4. Include your payment if the limited warranty has expired. Check the Replacement Price List included with this booklet for the replacement cost of a defective diskette. The price listed is *per diskette*.

To obtain an RA number, call the Customer Service Department at Microsoft. Be ready to furnish the following information:

1. What is the product?
2. Reason you are returning it?

## **Microsoft Hardware Limited Warranty**

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If a circuit card is included with your Microsoft product, the card is warranted to be free of defects in materials and workmanship under normal use for a period of one year from date of product purchase.

This limited warranty applies to the original product purchaser only and to the card and its components only, not the application for which it is used.

A full description of hardware limited warranty terms is included in the License Agreement section of this booklet.

## **Hardware Replacement Plan**

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Microsoft will replace a circuit board free of charge if it proves defective during the warranty period. To receive warranty replacement, you must provide proof of purchase or have registered your product with Microsoft.

After the limited warranty has expired and if your product registration card is on file at Microsoft, we will replace a defective circuit board for the cost set forth on the Replacement Price List included with this booklet. You must return the product registration card to take advantage of this service.

If you have a defective circuit board, follow these procedures to obtain a replacement:

1. Obtain a Return Authorization (RA) number from Microsoft.
2. Complete the product replacement card attached to this booklet and request either warranty or out-of-warranty replacement.
3. Mail the replacement card along with the defective circuit board to Microsoft's Customer Service Department. The address is listed on the replacement card.
4. Include your payment if the warranty has expired. Check the Replacement Price List included with this booklet for the replacement cost of a defective circuit board. The price listed is *per board*.

To obtain an RA number, call the Customer Service Department at Microsoft. Be ready to furnish the following information:

1. What is the product?
2. Reason you are returning it?

# Microsoft License Agreement

CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT PRIOR TO OPENING THIS PACKAGE. OPENING THIS PACKAGE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS.

If you do not agree to these terms and conditions, return the unopened diskette package and the other components of this product to the place of purchase and your money will be refunded. No refunds will be given for products which have opened diskette packages or missing components.

1. LICENSE: You have the non-exclusive right to use the enclosed program. This program can only be used on one single computer. You may physically transfer the program from one computer to another provided that the program is used on only one computer at a time. You may not electronically transfer the program from one computer to another over a network. You may not distribute copies of the program or documentation to others. You may not modify or translate the program or related documentation without the prior written consent of Microsoft.

YOU MAY NOT USE, COPY, MODIFY, OR TRANSFER THE PROGRAM OR DOCUMENTATION, OR ANY COPY EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT.

2. BACK-UP AND TRANSFER: You may make one (1) copy of the program solely for back-up purposes. You must reproduce and include the copyright notice on the back-up copy. You may transfer and license the product to another party if the other party agrees to the terms and conditions of this Agreement and completes and returns a Registration Card to Microsoft. If you transfer the program you must at the same time transfer the documentation and back-up copy or transfer the documentation and destroy the back-up copy.

3. COPYRIGHT: The program and its related documentation are copyrighted. You may not copy the program or its documentation except as for back-up purposes and to load the program into the computer as part of executing the program. All other copies of the program and its documentation are in violation of this Agreement.

4. TERM: This license is effective until terminated. You may terminate it by destroying the program and documentation and all copies thereof. This license will also terminate if you fail to comply with any term or condition of this Agreement. You agree upon such termination to destroy all copies of the program and documentation.

5. LIMITED WARRANTY: THE PROGRAM IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE PROGRAM IS ASSUMED BY YOU. SHOULD THE PROGRAM PROVE DEFECTIVE, YOU (AND NOT MICROSOFT OR ITS DEALERS) ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Microsoft does warrant to the original licensee that: (1) the diskette(s) on which the program is recorded be free from defects in materials and workmanship under normal use and service for a period of ninety (90) days from the date of delivery to you as evidenced by a copy of your receipt, and (2) the circuit card or its components included in this package are free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of delivery to you as evidenced by a copy of your receipt. Microsoft's entire liability and your exclusive remedy shall be the replacement of any diskette or circuit card not meeting Microsoft's limited warranty and which is returned to Microsoft with a copy of your receipt. If failure of the diskette has resulted from accident, abuse or misapplication of the diskette or circuit card, then Microsoft shall have no responsibility to replace the diskette or circuit card under this limited warranty. In the event of replacement of the circuit card, the replacement unit will be warranted for the remainder of the original one (1) year period or 30 days, whichever is longer.

NEITHER MICROSOFT NOR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THIS PROGRAM SHALL BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PROGRAM EVEN IF MICROSOFT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR CLAIM. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

6. UPDATE POLICY: In order to be able to obtain updates of the program, the licensee and persons to whom the program is transferred in accordance with this Agreement must complete and return the attached Registration Card to Microsoft. IF THIS REGISTRATION CARD HAS NOT BEEN RECEIVED BY MICROSOFT, MICROSOFT IS UNDER NO OBLIGATION TO MAKE AVAILABLE TO YOU ANY UPDATES EVEN THOUGH YOU HAVE MADE PAYMENT OF THE APPLICABLE UPDATE FEE.

7. MISC.: This license agreement shall be governed by the laws of the State of Washington and shall inure to the benefit of Microsoft Corporation, its successors, administrators, heirs and assigns.

8. ACKNOWLEDGEMENT: YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. YOU ALSO AGREE THAT THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF AGREEMENT BETWEEN THE PARTIES AND SUPERCEDES ALL PROPOSALS OR PRIOR AGREEMENTS, VERBAL OR WRITTEN, AND ANY OTHER COMMUNICATIONS BETWEEN THE PARTIES RELATING TO THE SUBJECT MATTER OF THIS AGREEMENT.

Should you have any questions concerning this Agreement, please contact in writing Microsoft Customer Sales and Service, 10700 Northup Way, Bellevue, WA 98004.

Microsoft is a registered trademark, the Microsoft logo, SoftCard and RAMCard are trademarks of Microsoft Corporation.

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**1. LICENSE:** You have the non-exclusive right to use the enclosed program. This program can only be used on a single computer. You may physically transfer the program from one computer to another provided that the program is used on only one computer at a time. You may not electronically transfer the program from one computer to another over a network. You may not distribute copies of the program or documentation to others. You may not modify or translate the program or related documentation without the prior written consent of Microsoft.

**YOU MAY NOT USE, COPY, MODIFY, OR TRANSFER THE PROGRAM OR DOCUMENTATION, OR ANY COPY EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT.**

**2. BACK-UP AND TRANSFER:** You may make one (1) copy of the program solely for back-up purposes. You must reproduce and include the copyright notice on the back-up copy. You may transfer and license the product to another party if the other party agrees to the terms and conditions of this Agreement and completes and returns a Registration Card to Microsoft. If you transfer the program you must at the same time transfer the documentation and back-up copy or transfer the documentation and destroy the back-up copy.

**3. COPYRIGHT:** The program and its related documentation are copyrighted. You may not copy the program or its documentation except as for back-up purposes and to load the program into the computer as part of executing the program. All other copies of the program and its documentation are in violation of this Agreement.

**4. TERM:** This license is effective until terminated. You may terminate it by destroying the program and documentation and all copies thereof. This license will also terminate if you fail to comply with any term or condition of this Agreement. You agree upon such termination to destroy all copies of the program and documentation.

**5. LIMITED WARRANTY: THE PROGRAM IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE PROGRAM IS ASSUMED BY YOU. SHOULD THE PROGRAM PROVE DEFECTIVE, YOU (AND NOT MICROSOFT OR ITS DEALERS) ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**

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NEITHER MICROSOFT NOR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THIS PROGRAM SHALL BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PROGRAM EVEN IF MICROSOFT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR CLAIM. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

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## Replacement Order Card

Please use this card when ordering a replacement for a defective Microsoft product. To validate a replacement request for a product under limited warranty, include proof of purchase or indicate that your product registration card is on file at Microsoft. To validate a request for out-of-warranty replacement, your product must be registered with Microsoft.

This replacement order card must be accompanied by the defective product. If the product limited warranty has expired, please include payment for the replacement.

Name\_\_\_\_\_

Company\_\_\_\_\_

Address\_\_\_\_\_

City\_\_\_\_\_

State\_\_\_\_\_ Zip\_\_\_\_\_ Country\_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ TELEX\_\_\_\_\_

Name of product as it appears on package\_\_\_\_\_

Date of purchase: Month\_\_\_\_\_ Day\_\_\_\_\_ Year\_\_\_\_\_

If warranty has expired, I enclose payment in the amount of \$\_\_\_\_\_

Check or money order       VISA       MasterCard

Bank card number\_\_\_\_\_ Expiration date\_\_\_\_\_

Authorized signature\_\_\_\_\_

Return Authorization Number\*\_\_\_\_\_

Reason for return\_\_\_\_\_

Mail to: Customer Service Department  
Microsoft Distribution Center  
Parmac Business Park  
11005 117th Place N.E.  
Building C  
Kirkland, WA 98033

\*Your RA number must be written on the outside of the product package you are returning to Microsoft. See Software and Hardware Replacement Plan sections of this booklet for details on RA numbers.

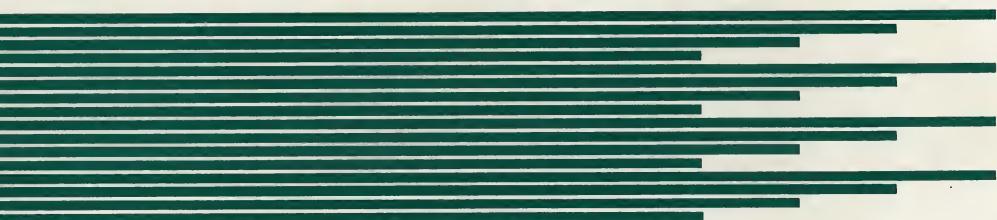


## **Microsoft Product Replacement Price List**

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<b>Item</b>	<b>Out-of-Warranty Replacement Price</b>
Any Microsoft diskette	\$ 15.00 ea.
SoftCard system circuit card	\$ 75.00 ea.
Apple II 16K RAMCard circuit card	\$ 45.00 ea.
IBM PC 64K RAMCard circuit card	\$125.00 ea.
128K RAMCard	\$195.00 ea.
192K RAMCard	\$235.00 ea.
256K RAMCard	\$285.00 ea.
RAMChips (9 chips per package) \$55.00 per package or	\$ 7.00 ea.

**MICROSOFT**™



MICROSOFT CORPORATION  
10700 NORTHUP WAY  
BELLEVUE, WASHINGTON 98004

Part No. CSP00